

WRITTEN IN May 2026

Hendersonville Police Department MULTI-YEAR STRATEGIC PLAN 2026-2029



CALEA[®]
THE GOLD STANDARD IN PUBLIC SAFETY





A WORD FROM THE CHIEF

This Strategic Plan outlines a clear and thoughtful path as we continue to grow and adapt. It builds upon the foundation established by our previous plan and carries forward initiatives that refine our priorities based upon performance data, internal review, and community needs. Our objectives focus on effective policing, strong leadership, and meaningful engagement with the community in a changing public safety environment.

This document is intended to be both a guide and a commitment. It outlines specific goals and action steps designed to strengthen daily operations, support our personnel, responsibly integrate technology, and ready us to meet the challenges ahead. Progress will be reviewed regularly to ensure the plan remains responsive to city priorities and our community.

Public trust and accountability are central to our mission. This document serves as a roadmap to strengthen our organization, support our personnel, leverage technology responsibly, and enhance public safety while remaining open and accountable to you. It also reflects our belief that success is achieved when we work together.

With this plan, we remain committed to professionalism, respect, and integrity. We will always work to improve community safety, strengthen public trust, and uphold the high standards of our profession. #MountainExcellence

BLAIR MYHAND
CHIEF OF POLICE

"IF YOU DON'T KNOW WHERE YOU'VE COME FROM,
YOU DON'T KNOW WHERE YOU'RE GOING."

-MAYA ANGELOU



HISTORY

We are proud of the history of our department and the men and women who have served the City of Hendersonville since 1847.

Hendersonville was founded in 1847. The town was originally patrolled by a group of volunteers during the early years. The first official Police Department was housed in the Hendersonville Town Hall building, built in 1893 and torn down in 1925. The Town Hall also housed the Fire Department and served as an opera hall.

The first town Marshal to use the new Town Hall was J. A. Bryson, and the last was Chief Otis Powers.



Hendersonville's First Town Hall



Chief Otis Powers on his horse

The new City Hall building was completed in 1928. Originally the Police and Fire Departments were on the ground floor, a courtroom on the second floor, administrative offices on the third floor, and the city jail on the fourth floor.

The Police Department moved from City Hall in the late 1960s to the former Times-News building on Sixth Avenue East, directly behind City Hall.

In early 2005, the entire Police operation was moved back to City Hall, and the old Police Department on Sixth Avenue was demolished.

In late 2021, the first police station specifically designed for the Hendersonville Police Department opened at 630 Ashe Street.



City Hall Circa 1940, PD was located on the ground floor until the late 1960s



Former Times News Building, Housed PD from the late 1960s - 2005



After City Hall was renovated PD moved back in 2005 until 2021



PD found their new home on Ashe Street in September of 2021

MISSION

Serve with excellence



VISION

*Be a leader in
21st Century Policing*

HENDERSONVILLE, NC

December 2025



VALUES

INTEGRITY

WE UPHOLD THE HIGHEST STANDARDS OF HONESTY, NO MATTER THE COST. OUR CHARACTER IS SHOWN THROUGH OUR ETHICAL CONDUCT WITHOUT DEFERENCE TO THE INDIVIDUAL, SITUATION, OR THE OUTCOME. DOING WHAT IS RIGHT IS OUR HIGHEST GUIDING PRINCIPLE.

RESPECT

WE SERVE WITH UNDERSTANDING, OPENNESS, AND KINDNESS. WE BELIEVE EVERYONE SHOULD BE TREATED EQUALLY REGARDLESS OF OUR DIFFERENCES AND WE ACT ACCORDINGLY. YOU HAVE VALUE.

PROFESSIONALISM

SERVING IN A MEANINGFUL WAY IS DONE BY SKILLED INDIVIDUALS, IRRESPECTIVE OF STRESS, INCONVENIENCE, OR CONTEMPT. TRAINING AND EDUCATION ENHANCE OUR KNOWLEDGE, SKILLS, AND ABILITIES. WE GROW FROM OUR PAST; NOT ROOT OURSELVES IN IT.

FOCUS AREAS

These five focus areas were selected based on input from staff and the public.

We selected these topics because they represent the most critical steps to building a safe community - which is our goal.



**Policy and Operational
Excellence**



**Facility and Infrastructure
Development**



**Technology, Crime
Reduction, and Public
Safety**



**Staffing, Recruitment,
and Retention**



**Community Engagement
and Trust**

POLICY AND OPERATIONAL EXCELLENCE

Strengthening policy and operational excellence ensures the department maintains effective, accountable, and professional operations while adapting to evolving community needs, industry standards, and organizational demands. Establishing strong systems and consistent processes enhances efficiency, reduces risk, supports employee performance, and promotes public trust. A commitment to continuous assessment and improvement allows the department to make informed decisions and sustain high-quality service delivery.

Maintain Accreditation



Conduct Workload Analysis



Maintain a Policy Review Cycle



Expand Data-Driven
Decision Making



POLICY AND OPERATIONAL EXCELLENCE

1.1 - Maintain Accreditation

- Conduct Yearly Mock Audits
- Update Proofs of Compliance
- Address Corrective Actions from Prior Assessments
- Submit Annual Compliance Report

1.2 - Conduct Staffing and Workload Analysis

- Compile Three Years of Calls for Service Data
- Evaluate Shift Staffing and Workload Ratios
- Present Recommendations to Chief of Police

1.3 - Policy Review Cycle

- Implement Policy Audit Calendar
- Assign Policy Owners for Review
- Publish Updates on Transparency Portal
- Annual First Quarter Review of Legislative and Judicial Updates to Ensure Policy Compliance

1.4 - Expand Data-Driven Decision Making

- Research, Pilot, and Implement Dashboard Technology
- Utilize Crime and Motor Vehicle Crash Data to Inform Staffing Deployment Plans

FACILITY AND INFRASTRUCTURE DEVELOPMENT

Investing in facility infrastructure development ensures the department can effectively support current operations while preparing for future organizational growth, technological advancements, and evolving service demands. Adequate facilities directly impact operational efficiency, employee productivity, safety, training capabilities, and the department's ability to deliver quality services to the community. Long-term planning creates a proactive approach that reduces reactive spending, maximizes resources, and supports sustainable growth.

Conduct 20-Year Facility Needs
Assessment



Develop Facility Expansion
Plan



Integrate with Capital
Improvement Planning



FACILITY AND INFRASTRUCTURE DEVELOPMENT

2.1 - Conduct a 20-Year Facility Needs Assessment

Select a Consultant for Space and Facility Needs
Conduct a Site Analysis
Deliver Assessment Report to City Manager

2.2 - Develop Facility Expansion Plan

Use Site Assessment Results to Draft Phased Facility Plan
Identify Training, Technology, and Unit Space Requirements
Prepare Budget Estimates

2.3 - Integrate with Capital Improvement Planning

Present Facility Expansion Proposal to City Manager



TECHNOLOGY, CRIME REDUCTION, AND PUBLIC SAFETY

Enhancing technology, crime reduction strategies, and public safety capabilities positions the department to proactively address emerging threats, improve operational effectiveness, and strengthen community safety. As criminal activity, public safety challenges, and technological capabilities continue to evolve, the department must implement modern tools, strategic staffing, and data-informed approaches to improve response capabilities and support evidence-based policing practices. Investing in technology and specialized resources increases situational awareness, improves efficiency, and enhances the department's ability to prevent and respond to crime while maintaining community trust.

Add Crime Analyst /
Intelligence Position

Evaluate the Need for More
Focused Crime Prevention
Ordinances

Expand Sworn Staffing

Develop Real-Time Crime
Center

Create Drone Program

Implement Emerging
Technology



TECHNOLOGY, CRIME REDUCTION, AND PUBLIC SAFETY

3.1 - Expand Sworn Staffing

Use Workload Analysis to Evaluate Sworn Officer Staffing Needs
Budget and Recruit for New Positions
Refine Onboarding and Training of Newly Hired Employees

3.2 - Develop Real-Time Crime Center (RTCC)

Identify RTCC Facility Space
Research and Define Technology, Staffing Model, and Integration Plan
Identify Funding Needs and Integrate with Capital Planning

3.3 - Create UAS (Drone Program)

Procure Department's First Drones
Certify New Drone Operators
Develop Standard Operating Procedures for Drone Use

3.4 - Implement Emerging Technologies

Research and Procure Predictive Policing or Analytics Tools
Evaluate City-Wide Camera Network Integration
Report Results and Return on Investment to Leadership



STAFFING, RECRUITMENT, AND RETENTION

Maintaining a strong workforce is essential to the department's ability to provide effective public safety services, sustain operational readiness, and meet the evolving needs of the community. Public safety agencies continue to face challenges related to workforce shortages, competitive hiring environments, succession planning, and employee wellness. Developing a comprehensive approach to staffing, recruitment, and retention strengthens organizational stability, supports employee development, and ensures the department remains equipped to meet current and future service demands.

Launch Leadership Development Program

Enhance Recruitment Strategies

Implement Wellness and Retention Program

Align Civilian Growth



STAFFING, RECRUITMENT, AND RETENTION

4.1 - Launch Leadership Development Program

- Create curriculum for internal supervisor academy
- Schedule and conduct training sessions
- Evaluate outcomes and adjust content

4.2 - Enhance Recruitment Strategies

- Create recruitment marketing plan
- Attend job fairs and community events
- Use social media for outreach

4.3 - Implement Wellness and Retention Program

- Develop and implement mandatory wellness check-in procedure
- Work with Responder Support Services for implementation plan
- Continue to expand upon awards ceremony

4.4 - Align Civilian Staffing Growth

- Conduct workload analysis for all civilian staff
- Recommend additional positions as needed



COMMUNITY ENGAGEMENT AND TRUST

Building and maintaining strong relationships with the community is essential to effective policing and long-term public safety outcomes. Trust, transparency, and meaningful engagement strengthen partnerships between the department and the community, improve communication, and encourage collaborative problem-solving. A proactive approach to community engagement helps foster legitimacy, increase public confidence, and create opportunities for shared responsibility in addressing public safety concerns.



Enhance Neighborhood-Based Policing



Conduct Listening Sessions and Surveys



Expand Digital Communication



Partner with Schools and Nonprofits



Recognize Positive Engagement



COMMUNITY ENGAGEMENT AND TRUST

5.1 - Enhance Neighborhood-Based Policing

Define enhanced patrol zones

Research viability of liaison officers for residential areas

5.2 - Conduct Listening Sessions & Surveys

Use technology to solicit feedback from the public on community satisfaction

Collect and analyze feedback

Share results publicly

5.3 - Expand Digital Communication

Expand social media posting

Maintain and upgrade transparency page

5.4 - Partner with Schools and Nonprofits

Explore creating youth outreach programs

5.5 - Recognize Positive Engagement

Research efficacy of ‘Community Partnership Awards’

Look for ways to promote community engagement



CONCLUSION

Thank you for taking the time to read this report. I want you to be involved in our department and what makes us great. I am confident that with your help, we will enhance our abilities and broaden our capacity.

Please let me know if there is anything we can do to strengthen our resolve to make this department and this profession the best it can be.



BLAIR MYHAND
CHIEF OF POLICE

